

STATE OF NEW HAMPSHIRE
2010-RRG-03
REQUEST FOR PROPOSALS – PROJECT MANAGER

INTRODUCTION

The New Hampshire Insurance Department (NHID) is requesting proposals for a Contractor to perform services for the NHID. Pursuant to the NHID rate review grant, the NHID seeks assistance with: enhancing the quality and depth of the NHID rate review of health insurance rate increases; improving the consumer understanding of health insurance rates and rate changes; and complying with federal requirements under the Patient Protection and Affordability Act (PPACA). The Contractor shall be provided office space at the NHID, a workstation, and support as needed to perform the contracted services for the NHID. This arrangement will continue through September 30, 2011, with the option to renew the contract.

SCOPE OF WORK

The scope of work includes the following:

- (A) implementing systems, including system design and specifications;
- (B) recommending technology enhancements to facilitate rate review and approval processes;
- (C) integrating varied NHID data sources to facilitate rate review and approval processes;
- (D) communicating to carriers new reporting requirements;
- (E) establishing a process for collection and review of additional information, including standardized data formats where appropriate;
- (F) conducting reviews of additional information as part of rate review process and incorporating elements identified by the Consultant Actuary;
- (G) establishing a web portal to allow consumers to review rate filings;
- (H) producing plain language summaries of rate filings; and
- (I) reviewing the current system to determine capabilities and upgrade as necessary; and collecting data and reporting to Office of Consumer Information & Insurance Oversight as required by law.

GENERAL INFORMATION/INSTRUCTIONS

Sealed envelopes containing three copies of the proposal will be received until 4 pm local time, on November 19, 2010, at the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, New Hampshire, 03301. Sealed envelopes should be clearly marked “Attn: Tyler Brannen, Health Care Statistician, RE: RFP for Project Management Services.”

Alternatively, you may email your proposal as a PDF attachment to tyler.brannen@ins.nh.gov. E-mailed proposals will be received until 4 pm local time, November 19, 2010.

Proposals should be prepared simply and economically, providing a straightforward, concise description of bidder capabilities to satisfy the requirements of the RFP and the methodology the bidder proposes to use. Emphasis should be on completeness and clarity of content.

Evaluation of the submitted proposals will be accomplished as follows:

1. General. An evaluation team will judge the merit of proposals according to the general criteria defined herein.

Officials responsible for the selection of a Contractor shall insure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications.

Failure of the applicant to provide in its proposal all information requested in the Request for Proposal may result in disqualification of the proposal.

2. Specific. A comparative scoring process will measure the degree to which each proposal meets the following criteria:

- (1) Specific skills needed for completing the tasks enumerated in the scope of work. Human and administrative resources currently available to NHID employees shall be made available to the Contractor. In some cases, responsibilities assigned to the Contractor, or that the Contractor is responsible for supervising, may be performed by a vendor performing work for the NHID. If the Contractor anticipates specific tasks which the Contractor is responsible for that will need to be performed by staff of the NHID or an external vendor, those tasks should be clearly specified in the proposal and stated whether the Contractor anticipates supervising those activities.

25 percent

- (2) General qualifications and related experience of the Contractor. Knowledge of developing health insurance premiums, the NHID rate review processes, New Hampshire insurance laws, PPACA, health insurance claims data, health insurance benefit designs, medical trends, and available data sources. Good communication skills and a demonstrated ability to work with both industry and regulatory personnel to achieve appropriate and adequate insurance industry regulation in New Hampshire. Industry experience preferred. The proposal must include a summary of experience, including current curriculum vitae.

30 percent

- (3) Timeframe and deliverables. The NHID anticipates the timeframe for improving the rate review process will extend well beyond the period identified under the Contractor proposal. The proposal should specify estimates of what can be completed before September 30, 2011 and a conceptual framework for work beyond the termination date of the contract. Although the Contractor proposal is for less than a year, the NHID anticipates that funding for the Contractor will

continue beyond that, and the proposal should be based on work performed over an extended period of time.

Deliverables might include a project plans and periodic project updates, system specifications, proposed rules and statutory changes, data templates and specifications, web page design and implementation, consultation and guidance with respect to any hearings required under SB 392 and oversight of other retained Consultants.

10 percent

- (4) Derivation of cost for the Contractor time. The proposal should include the hourly or daily rate for the Contractor, based on the expectation that work will be performed by the Contractor on a full time basis. The proposal must also include amounts for any material expenses related to performing the work (e.g. specialized computer hardware or software) and any expected out-of-pocket or travel expenses. The proposal must include not-to-exceed limits, based on working full time through contract termination, and consistent with typical NHID salaries and benefits. No benefits in addition to payment for services shall be provided by the NHID under the contract.

30 percent

3. Conflict of Interest. The applicant shall disclose any actual or potential conflicts of interest.
4. Other Information.

The proposal must include a listing of references of recent engagements of the Contractor that reflect the skills appropriate for work on this project, including telephone numbers and specific persons to contact.

The New Hampshire Insurance Department will accept written questions related to this RFP from prospective bidders with the deadline being November 10, 2010. Questions should be directed to Tyler Brannen, Health Care Statistician, New Hampshire Insurance Department. Alternatively, you may email your questions to Mr. Brannen at tyler.brannen@ins.nh.gov.

A consolidated written response to all questions will be posted on the New Hampshire Insurance Department's website www.nh.gov/insurance by November 16, 2010.

The successful bidder or bidders will be required to execute a state of New Hampshire Contract. A form P-37 contains the general conditions as required by state of New Hampshire purchasing policies and the Department of Administrative Services. Although this standard contract can be modified slightly by mutual agreement between the successful bidder and the New Hampshire Insurance Department, all bidders are expected to accept the terms as presented in this RFP.

All proposals will be publicly opened at the above stated date and time. Proposals received after the above date and time will not be considered. The state reserves the right to reject any or all proposals.